# iPassConnect 3.2 for Mac

# User's Guide

**Version 1.3, 14 December 2009**

Corporate Headquarters
iPass Inc.
3800 Bridge Parkway
Redwood Shores, CA 94065 USA

www.ipass.com
+1 650-232-4100
+1 650-232-4111 fx

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## iPassConnect 3.2 for Mac

**iPassConnect 3.2 for Mac** is an easy-to-use network connectivity manager for Wi-Fi enabled Mac computers. It allows Mac users to connect to the Internet and enterprise resources through iPass' global network of Wi-Fi providers. Users who already have iPassConnect for Windows can re-use the same credentials (username, domain and password) for their Mac; no new account is required.

This guide is intended to provide detailed information on installation, configuration and usage of iPassConnect for Mac.

### Hardware Requirements

iPassConnect 3.2 is a 32-bit application which is supported on the following platforms:

- OS X 10.6 (Snow Leopard)
- OS X 10.5 (Leopard)

> *This release does not support Mac OS X 10.4 (Tiger) or earlier releases.*

iPassConnect 3.2 requires at least 8 MB free disk space

The client has been tested with a range of Mac notebook computers including: MacBook; MacBook Pro and MacBook Air.

### Supported Languages

- iPassConnect for Mac is currently offered in US English only

### Installing iPassConnect

Please note that you will need administrative privileges in order to perform the installation. Obtain the software installation package and place it on your Desktop or another convenient location.

1. Double-click the downloaded installer file.
2. The installation wizard is launched, as shown in Figure 1. Follow the prompts for installation.
   - Please read and accept the **Software License Agreement** for the installer to continue.
   - iPass recommends that you install the application in the default location.


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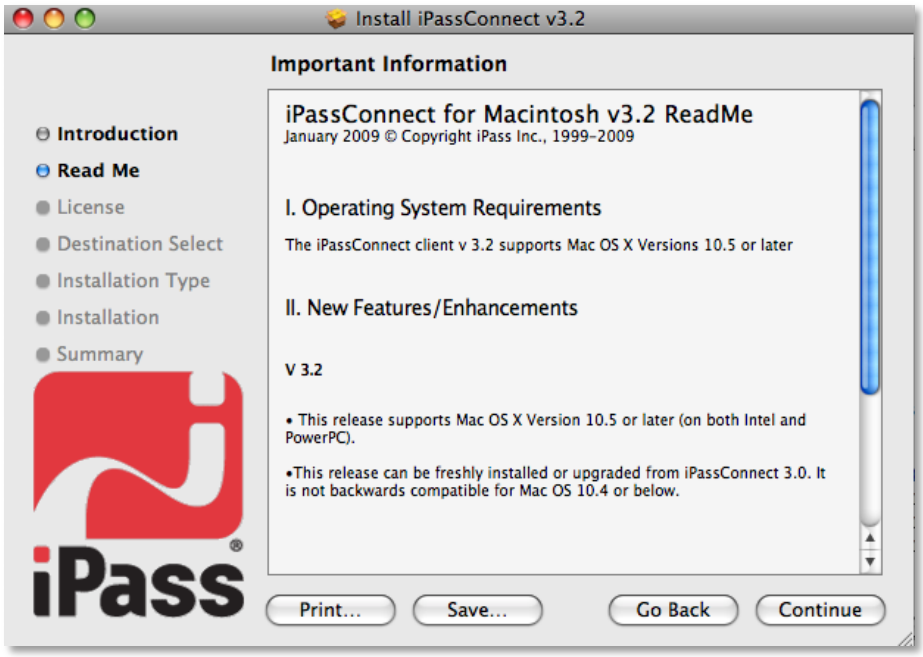
Install iPassConnect v3.2
Important Information
Introduction
Read Me
License
Destination Select
Installation Type
Installation
Summary
iPassConnect for Macintosh v3.2 ReadMe
January 2009 © Copyright iPass Inc., 1999-2009
I. Operating System Requirements
The iPassConnect client v 3.2 supports Mac OS X Versions 10.5 or later
II. New Features/Enhancements
V 3.2
• This release supports Mac OS X Version 10.5 or later (on both Intel and PowerPC).
•This release can be freshly installed or upgraded from iPassConnect 3.0. It is not backwards compatible for Mac OS 10.4 or below.
iPass
Print...
Save...
Go Back
Continue

**Figure 1**

3. Follow the prompts to complete the installation.

### *Upgrading iPassConnect*

If you already have iPassConnect 3.0 installed, you can upgrade to iPassConnect 3.2 without un-installing the previous version. The installer transparently upgrades the existing version to 3.2, while retaining all your saved credentials and preferences.

iPassConnect 3.2 will not interfere with earlier versions of iPassConnect such as 2.3.9: both can be installed on the same host. However, please note that iPassConnect 2.3.9 is not supported on OS X 10.6 (Snow Leopard). For this reason, (unlike iPassConnect v3.1), the dial/ethernet menu option to launch iPassConnect 2.3.9 is no longer shown visible in the menu.

## Uninstalling iPassConnect

You need administrative privileges to un-install iPassConnect.

1. Click **Applications** and select the **iPassConnect-3.2** folder. The **Remove iPassConnect** option is displayed, as shown in Figure 2.


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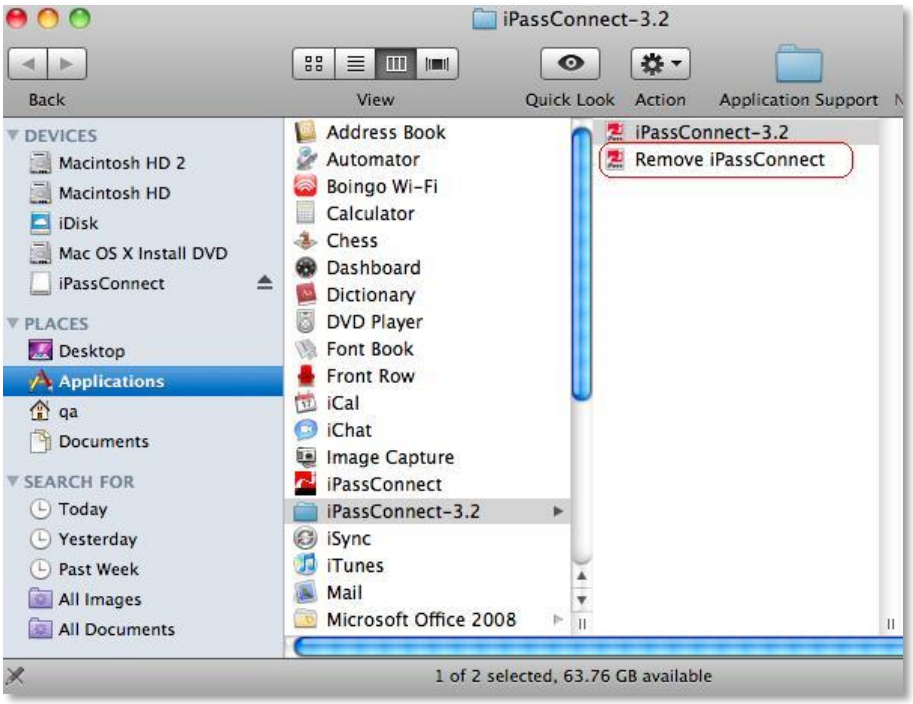


**Figure 2**

2. Click the **Remove iPassConnect** icon and follow the prompts to un-install iPassConnect.

## Configuring iPassConnect

iPassConnect has three modes:

- **iPassConnect and Airport**: The menu bar will show both iPassConnect ( ) and AirPort ( ) on the menu bar.
- **iPassConnect Only**: The menu bar will display iPassConnect ( ) while the AirPort icon will be hidden.
- **AirPort Only**: In this mode, iPassConnect will be disabled and only the AirPort icon ( ) will be displayed.

Upon the first launch, the client prompts the user for the mode to operate in, as shown in Figure 3.

iPassConnect
iPassConnect is currently disabled. Please select an option to enable iPassConnect Wireless icon in the menu bar.
iPassConnect Only
iPassConnect And AirPort

**Figure 3**

> *Make a selection to proceed.*
>
> *Note that this message will also be displayed when you attempt to launch iPassConnect after it has been disabled.*


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You can also change the mode of the client from **iPassConnect Preferences**, which can be accessed either through **System Preferences**, or from the iPassConnect menu.

**To configure the iPassConnect status on the menu bar:**

1. Click the iPassConnect icon in **System Preferences** to open **iPassConnect Preferences**.
2. Click the **Show Status on Menu bar** list box to view the options shown in Figure 4.

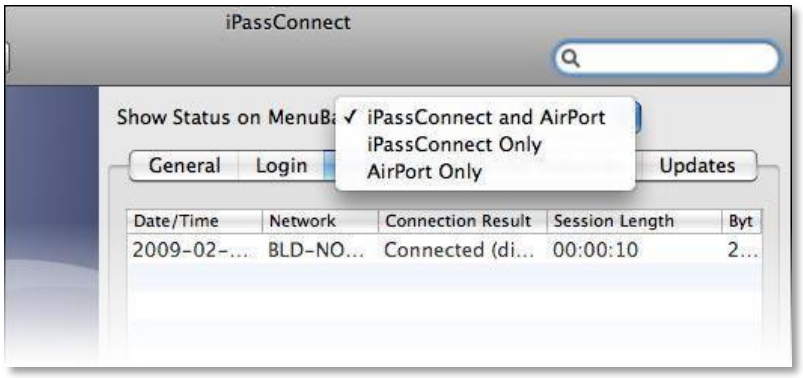


**Figure 4**

3. Click **Apply** before closing the Preferences window.

### *Launching iPassConnect*

iPassConnect runs automatically at boot time. If iPassConnect was previously disabled then it can also be launched manually from the Applications folder.

1. Click the iPassConnect icon from the **Applications** list to launch it.

   - iPassConnect displays the following message (Figure 5) upon successful launch.

iPassConnect
iPassConnect is now enabled. To access, click on the iPassConnect Wireless icon in the menu bar. To configure iPassConnect, select the iPassConnect icon in the "Other" section of your System Preferences.
OK

**Figure 5**

   - Once launched, the iPassConnect icon ( ) is displayed on the menu bar. You can hide the iPassConnect icon (and menu) if you wish, although iPass does not recommend it.
   - If you attempt to launch iPassConnect when it is already enabled, then the message shown in Figure 6 will be displayed.


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iPassConnect
iPassConnect is already enabled and can be accessed by clicking on the iPassConnect Wireless icon in the menu bar.
Disable iPassConnect
OK

**Figure 6**

*Click **Disable iPassConnect** if you wish to disable the client.*

2. Click the iPassConnect icon to view the **iPassConnect menu** and Available Networks.

### *Available Networks*

iPassConnect can automatically detect Wi-Fi networks and display them in the **Available Networks** list, making it easy for you to connect to them. iPassConnect extends the regular AirPort view of these networks to display not just a list of networks detected, but also whether they are iPass-enabled, their signal strength and their auto-connect status.

You can also disable the iPassConnect menu if you so prefer, although we do not recommend this.

### *Status Icons in the iPassConnect Menu*

The following icons are used to distinguish the various networks.

| Icon | Name | Description |
|---|---|---|
| | iPass enabled Network | This icon represents an iPass enabled network. |
| | Signal Strength Meter | This icon indicates the strength of the wireless signal using blue colored arcs. |
| | Secure | A lock icon indicates that the network has been secured by a WEP, WPA or WPA2 encryption. A key or passphrase will be required to associate to these networks. |
| | Auto-Connect | Indicates a network preferred for Auto-Connect. This icon is not displayed in the menu if Auto-Connect has been disabled. |

**Figure 7**

### *Setting iPass Credentials*

Before logging into a network, you must provide the login credentials (username, password and domain name) obtained from your IT department or assigned to you when you subscribed to the account.


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iPassConnect can store your login credentials, making it convenient for you to log in next time. You will need to enter this information only once, prior to using iPassConnect for the first time.

**To set your iPass account information:**

1. Click **iPassConnect Preferences** in the iPassConnect menu to open iPassConnect Preferences.
2. Click the **Login** tab to view the **Login information** window, as shown in Figure 8.
3. Type your **Username**, **Password** and **Domain name** in the space provided.

> *Note that some configurations may not have a Domain option which means the domain name has been pre-set for them.*
>
> *In a small number of cases, your iPass credentials provider may instruct you to type a routing prefix ahead of the username, e.g., MYISP/Sriram.*

4. If desired, check the **Save Password** box. If you do not save your password, you will be prompted to retype it before each iPassConnect login attempt.

> *Unless your administrator has requested otherwise, your password will be cached between consecutive connection attempts within the same iPass session, even if you do not save your password.*
>
> *If you uncheck **Save Password**, any prior password will be forgotten when iPassConnect is closed. In other words, the current password will be cached for the remainder of this session only.*

5. Click **Apply** before closing the Preferences window to confirm your changes.

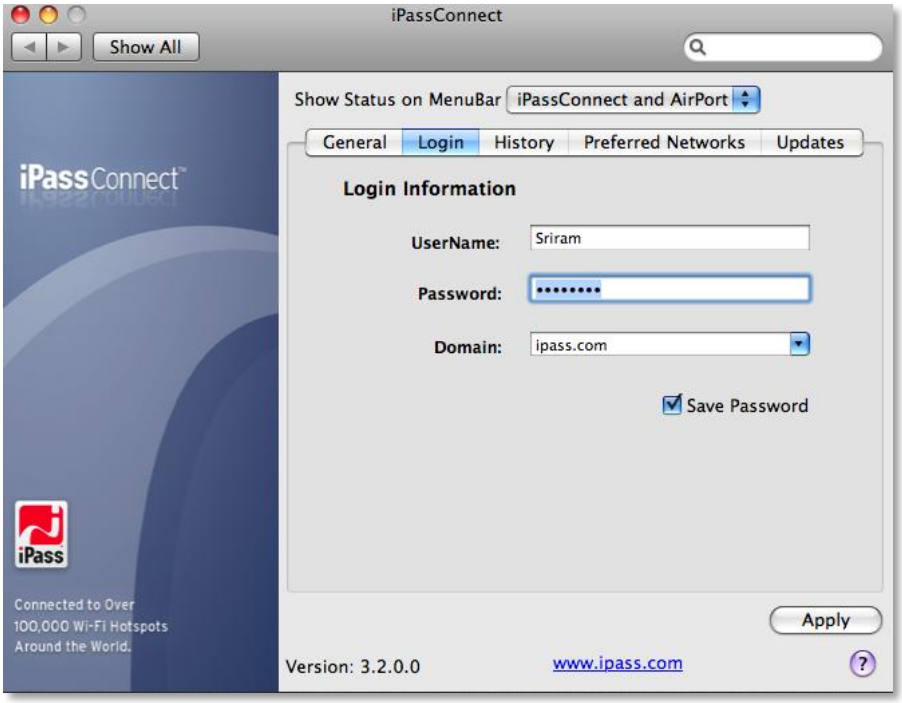


**Figure 8**


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## Connecting and Disconnecting Networks

### *Connecting to a Wi-Fi Network*

When the iPassConnect icon is clicked, it scans for all Wi-Fi networks within range and displays the list.

> *The iPassConnect menu displays **No Network Selected** when you are offline.*

**To connect using iPassConnect:**

1. Click the iPassConnect icon to view the **Available Networks** list.
2. Click the desired network from the list.
   - Select a network offering good signal strength. Weak signal strength is a primary source of poor connection experiences and so if the service you wish to use has a weak signal then we recommend you try to move to a different location, closer to the access point.
   - While connecting, the **Cancel** option is displayed in the iPassConnect menu. Click Cancel if you wish to stop the login process.
   - If you select an iPass-enabled hotspot then iPassConnect will attempt to log you in automatically. The **Login Information** dialog will pop-up prompting you for your credentials if they have not already been provided.
   - If you click a new secured network, then you will be prompted for a WEP key or a security paraphrase. You should contact the access point administrator, if you do not know the key or passphrase.
   - Click **OK** after entering the requisite information.

   Upon connecting successfully,

   - iPassConnect displays the connection status window, shown in Figure 9.

**Figure 9**

   - In the menu bar, the static iPassConnect icon is replaced by an icon with a white glow on the edges( ) .
   - In the menu, a check mark (✓) is used to identify the current connection.
   - A **Disconnect** option is shown at the foot of the iPassConnect menu.


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### *Connecting to a Non-Broadcast (Hidden) Network*

Non-broadcast Wi-Fi networks are not displayed in the Available Networks list, but you can still connect to them provided you are in range and have the requisite information.

**To connect to a non-broadcast Wi-Fi network using iPassConnect:**

1. Click **Join Other Network** in the iPassConnect menu. The **Preferred Network** dialog box will be displayed.
2. Type the **Network Name** (SSID), Security mode and other information as required.
3. Check **Enable Auto-Connect** if desired.
4. Click **Join** to connect to the specified network.

### *Connecting to a Device (an ad-hocnetwork)*

Computer-to-computer (ad-hoc) networks are displayed in the **Available Networks** list under the **Devices** label. You can connect to these networks if you have the requiste information and they are within range. Using these networks, you can share files or play your favorite multiplayer network game over the airwaves.

**To connect to a computer-to-computer network using iPassConnect:**

5. Click the iPassConnect icon to view the **Available Networks** list.
6. Click the desired network from the list under the **Devices** label.
7. Key in the the password if prompted for the same.

### *Disconnecting from a Wi-Fi Network*

- Click **Disconnect** in the iPassConnect menu to disconnect from the Wi-Fi network.
- Click **Disconnect from <Network Name>** to disconnect from a Computer-to-computer
- Network where **<Network Name>** is the name of the currently connected computer-to-computer network.

## Using iPassConnect

Additional iPassConnect features are described here in this chapter.

### Online Hotspot Finder

The Online Hotspot Finder provides a convenient way to help users search online for iPass-enabled Wi-Fi networks using the web browser. Choose this option to open the network finder website.

- On the iPassConnect menu, choose **Hotspot Finder**.

> *Note that you need to have Internet access in order to use the hotspot finder function.*

### Updating the iPass Directory

iPassConnect maintains a directory of supported networks which is necessary for accurate detection of iPass-enabled services. This directory is updated frequently (typically every week) and it is highly recommended that you keep the directory up-to-date to guarantee the best experience and access to the widest possible range of hotspots.


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iPassConnect periodically attempts an automatic update of the network directory from when connected. By default, the period is 24 hours. In other words, an automatic update will be attempted no more than once every 24 hours.

### *Configuring Automatic Directory Update*

1. From the iPassConnect menu, click **iPassConnect Preferences**.

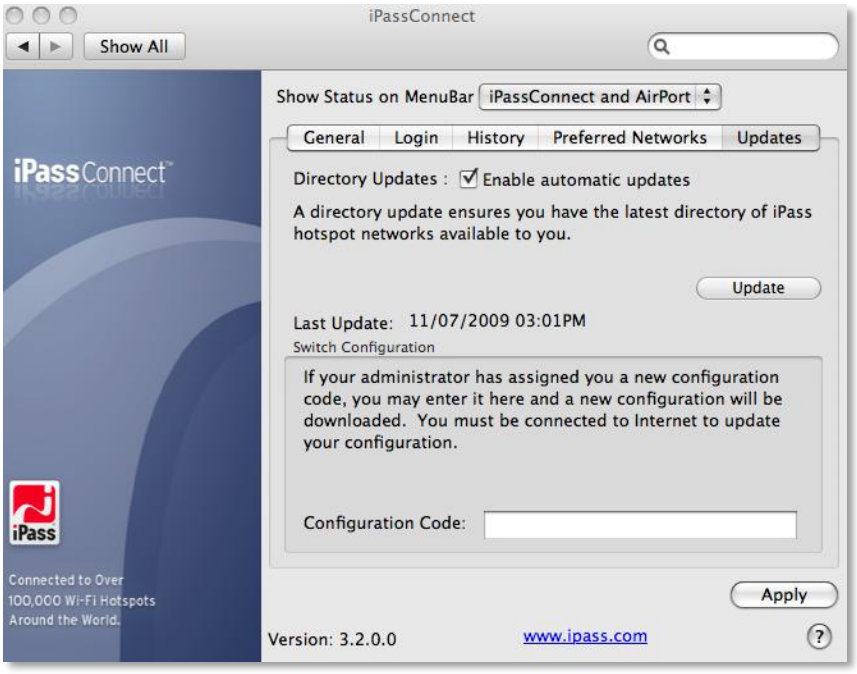
iPassConnect
Show All
Show Status on MenuBar
iPassConnect and AirPort
General
Login
History
Preferred Networks
Updates
iPassConnect
Directory Updates :
Enable automatic updates
A directory update ensures you have the latest directory of iPass hotspot networks available to you.
Update
Last Update: 11/07/2009 03:01PM
Switch Configuration
If your administrator has assigned you a new configuration code, you may enter it here and a new configuration will be downloaded. You must be connected to Internet to update your configuration.
Configuration Code:
Apply
iPass
Connected to Over 100,000 Wi-Fi Hotspots Around the World.
Version: 3.2.0.0
www.ipass.com

**Figure 10**

2. Click the **Updates** tab. The **Last Update** message shows the date of last successful update, as shown in Figure 10.

3. Check the **Enable automatic updates** box. This ensures that the directory is updated periodically and you have the latest directory available to you.

> *Note that automatic updates are not supported for Computer-to-computer networks.*

4. Click **Apply** before closing the Preferences window.

### *Updating the Directory Manually*

The iPassConnect directory can also be updated manually. It is a good idea to perform a manual update if you're about to go on a trip and you want to ensure you have access to the latest access points especially if you've not used iPassConnect for a few weeks. A manual update requires an existing Internet connection.

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **Updates** tab.


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3. Click the **Update** button. The message **Directory update has completed successfully** will be displayed, to confirm successful download and processing of a new directory.

## Enabling Auto-Connect

You can configure iPassConnect to connect automatically to a network – both iPass and non-iPass – when it is within range.

> *Note that some iPass hotspots may not be eligible for Auto-Connect.*

Upon launch, iPassConnect checks whether AirPort is already associated. Auto-Connect will be suspended if there is an existing association. If an auto-connectable hotspot is discovered and if there is no existing association, then the connection will proceed automatically when Auto-Connect is enabled.

**To enable Auto-Connect:**

1. On the iPassConnect menu, click **iPassConnect Preferences**.

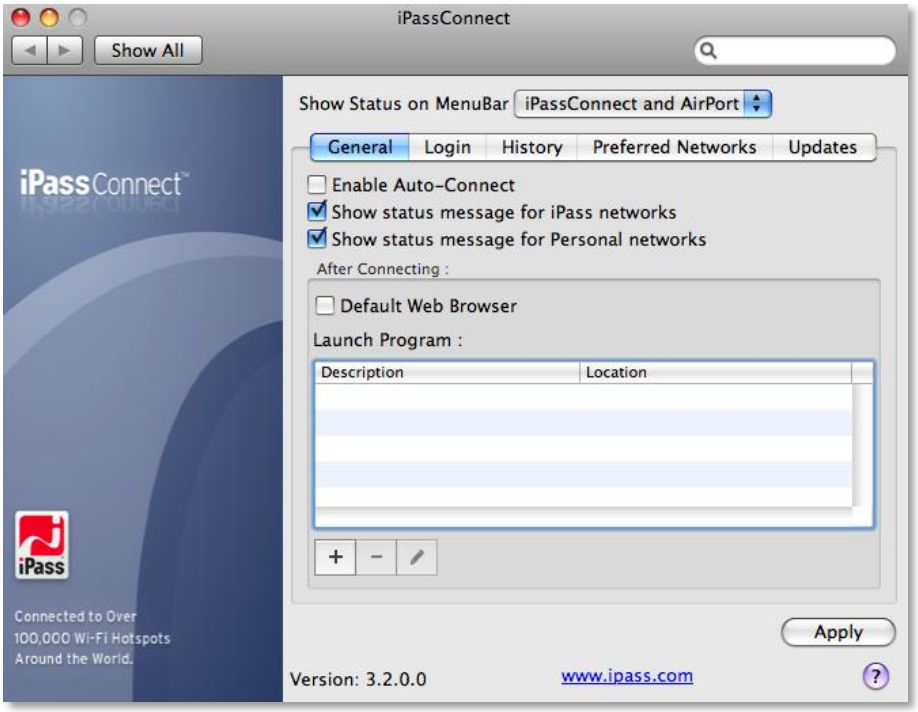


**Figure 11**

2. Click the **General** tab to view the Auto-Connect settings, as shown in Figure 11.
3. Check the **Enable Auto-Connect** box.
4. Click **Apply**.

**To select a Preferred Network for Auto-Connect:**

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **Preferred Networks** tab to view all the networks added to this list.

> *If the network you wish to use is not available in the list, then you can manually add the network. See Preferred Networks for more information.*

3. Select the network you wish to enable for Auto-Connect.


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4. Click the (edit) button to open the Preferred Network dialog box, as shown in Figure 12.

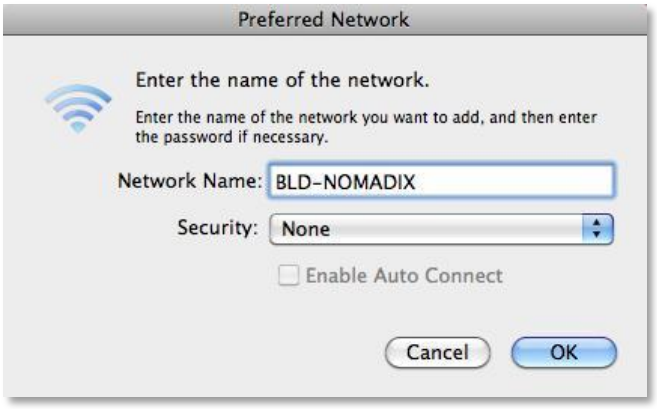
Preferred Network
Enter the name of the network.
Enter the name of the network you want to add, and then enter the password if necessary.
Network Name: BLD-NOMADIX
Security: None
Enable Auto Connect
Cancel
OK

**Figure 12**

5. Check the **Enable Auto Connect** box.
6. Click **Add**.
7. Click **Apply** before closing the **Preferences** window.

## Configuring Status Messages

iPassConnect is configured to display various status messages while connecting and disconnecting from Wi-Fi networks. These messages are displayed in translucent dialog boxes that close automatically after being displayed for a few seconds. The messages can be disabled if desired.

**To configure iPassConnect status messages:**

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **General** tab to view the status message settings, as shown in Figure 11.
   - **Show status message for iPass networks**: Clear this check box to disable status messages for iPass-enabled networks.
   - **Show status message for Personal networks**: Clear this check box to disable status message for Personal networks.
3. Click **Apply** before closing the **Preferences** window.

## Post-Connect Actions

The Post-Connect Actions feature allows you to configure applications to run automatically after you establish a connection. You may use this feature to launch a web browser, establish a VPN connection, or to launch your favorite applications.

**To automatically launch your default Web browser after connecting:**

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **General** tab.
3. Check the **Default Web Browser** box.
4. Click **Apply**. The next time you connect to the Internet, iPassConnect will launch your browser.


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**To configure iPassConnect to launch other applications:**

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **General** tab to view the Post-Connect Actions list.
3. Click the **+** (add) button to open the **Add/Edit Post-Connect Program** window, as shown in Figure 13.

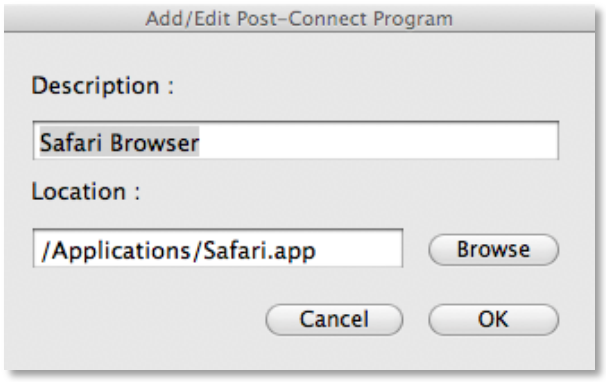


**Figure 13**

4. Type an appropriate description for your program in the **Description** box.
5. Click **Browse** to locate the program you wish to run.
6. Choose your program from the **Applications** list and click **Open**.
7. Add other applications if required, by repeating steps **3** through **6**.
8. Click **Apply** before closing the **Preferences** windows. The next time you connect, iPassConnect will launch the applications you have specified.

**To remove applications from the Post-Connect Actions list:**

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **General** tab to view the Post-Connect Actions list.
3. Select the program from the **Launch Program** list.
4. Click the **–** button to remove the program from the list.
5. Repeat steps **3** and **4** to remove other programs as desired.
6. Click **Apply** before closing the Preferences window.

## Managing Preferred Networks

Preferred Networks allow you to easily connect to a network, without going through the preliminary steps. For instance, if you frequent a local coffee shop and wish to use the shop's public WLAN network, you can add it to the Preferred Networks list enabling you to conveniently connect thereafter. Remember that you might need valid login credentials and possibly a security key to connect to these networks.

Upon connection to an unknown network, the network will be added automatically to the Preferred Network list. If a WEP key or WPA passphrase is needed to connect to an unknown network, then the client will prompt you for this and it will remember it for use in future connections.

> *iPass-enabled networks cannot be added to Preferred Network list.*


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**To add a network to the Preferred Network list:**

1. On the iPassConnect menu, click **iPassConnect Preferences**.

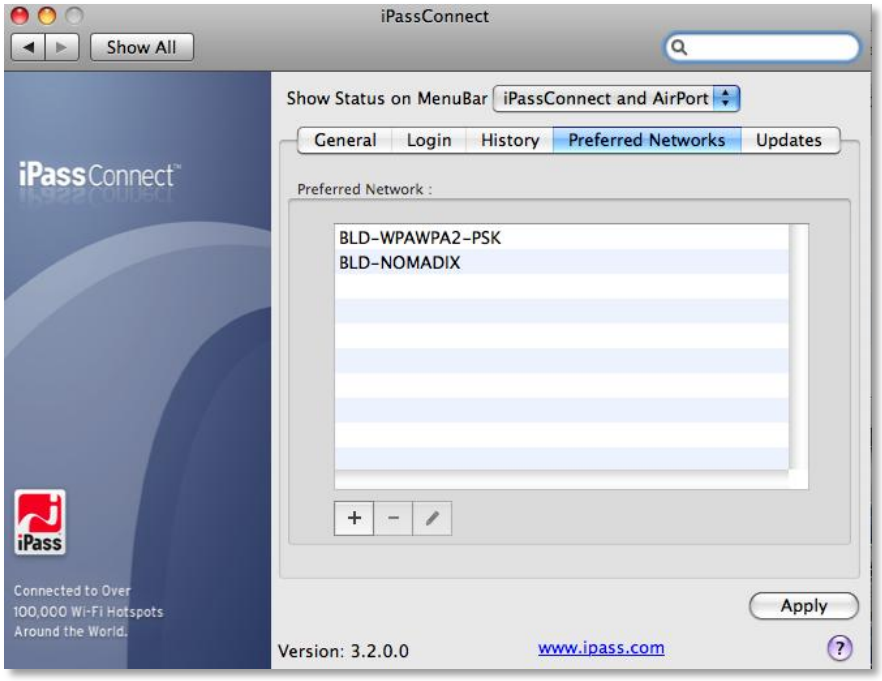


**Figure 14**

2. Click the **Preferred Networks** tab to view the Preferred Networks list, as shown in Figure 14.

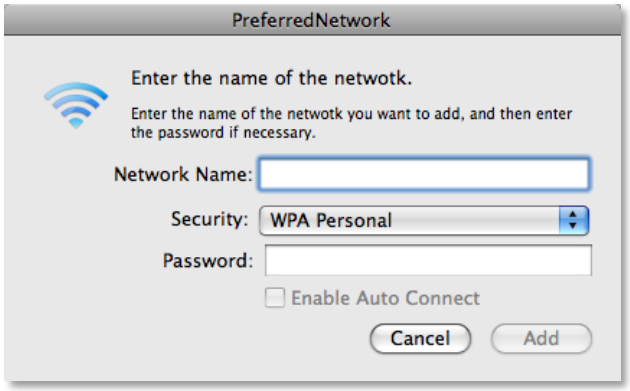


**Figure 15**

3. Click the **+** (add) button. A dialog box pops-up prompting for the network details, as shown in Figure 15.
4. Type the name of the network in the **Network Name** box.
5. Select the appropriate **Security** type from the drop down list box.
6. Type the password in the **Password** box.

> *Note that the password box will be displayed only when you select the security type from the list box.*

7. Check the **Enable Auto Connect** box if you wish to use this network for Auto-Connect.


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> *You have to enable Auto-Connect on the **General Preferences** tab for this option to be available.*

8. Click **Add**. The network appears in the **Preferred Networks** list.
9. Click **Apply** before closing the **Preferences** window.

**To manage Preferred Networks:**

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **Preferred Networks** tab.
3. Select the network in the list displayed.
   - Click the **–** (remove) button to remove the network from the list.
   - Click the (edit) button to edit settings.
   - Click **Add** to save changes.
4. Click **Apply** before closing the **Preferences** window.

## Switching Configuration

iPassConnect has the capability to acquire a new configuration (i.e., a different profile ID) without the need for un-installation followed by reinstallation of a new client. This is done with the help of a configuration code.

During normal use you will have no need to switch configuration, but in some cases, your helpdesk or system administrator may supply you with a new configuration code: A valid code informs iPassConnect that it should attempt to contact the iPass update servers to seek a specific profile ID. A different profile ID might provide new configurations, new features, and a different directory of services or different settings for your login credentials.

You can switch configurations at any time as long as you have:

1. A valid configuration code
2. A connection to the Internet.

Follow the instructions given below to switch your configuration.

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **Updates** tab.
3. Enter the new **Configuration Code** in the space provided.
4. Click **Apply** to download a new profile.

## Connection History

The History tab displays your past connection attempts - both successful and unsuccessful. This information can be a useful starting point when diagnosing connectivity problems.

**To view the connection history:**

1. Click **iPassConnect Preferences** in the iPassConnect menu.


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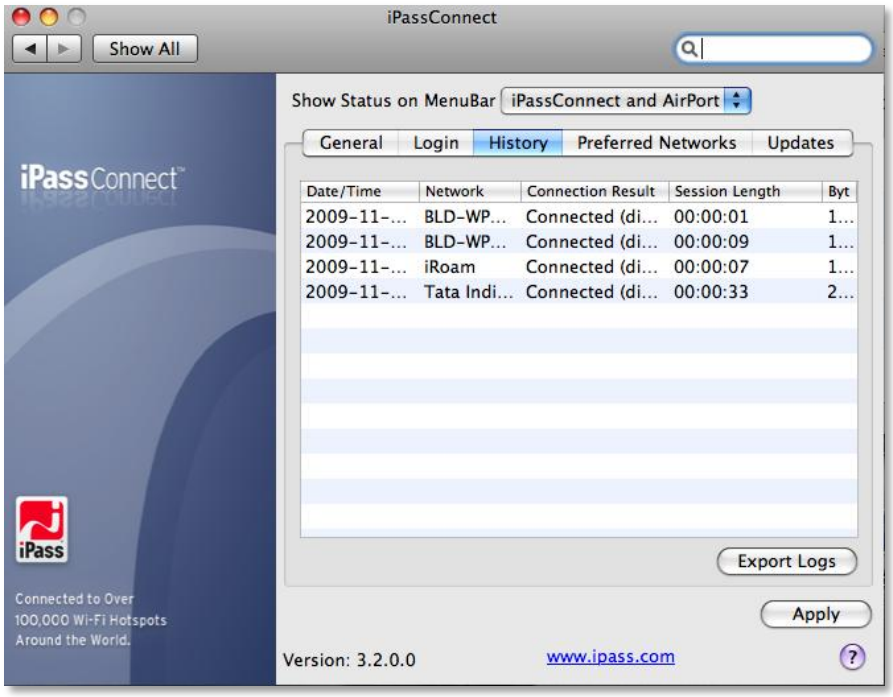


**Figure 16**

2. Click the **History** tab to view the connection history. The history displays the date and time of connection, the network used for connecting, the connection Result, duration of the session, and bytes sent/received, as shown in Figure 16.

> *Computer-to-computer network connections will not be displayed in the history Tab.*

3. Your System Administrator or helpdesk may ask for a copy of your log file for analysis. Click **Export Logs** to open the **Export Logs** dialog box with the options shown in Figure 17.

- **Extract Logs**: Choose this option to export a compressed set of logs to your desktop (`iPassLogFiles.tar.gz`).
- **Use Entourage**: Choose this option to send the compressed logs as mail attachment using Microsoft Entourage. Entourage must be installed on your system for this feature to work.
- **Use Mail**: Choose this option to send the compressed logs as mail attachment using the Mail application.

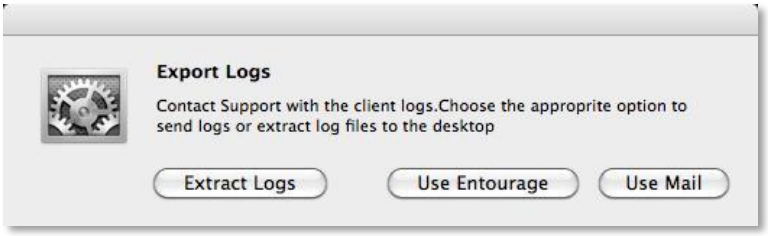
Export Logs
Contact Support with the client logs.Choose the approprite option to send logs or extract log files to the desktop
Extract Logs
Use Entourage
Use Mail

**Figure 17**


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## iPassConnect Help

The iPassConnect help explains basic iPassConnect options, procedures and other features. It also contains a troubleshooting section with a basic discussion of the most common issues that could arise when using iPassConnect.

**To get help in iPassConnect:**

1. Click **iPassConnect Help** in the iPassConnect menu.

   Alternately, click the '**?**' button on the **iPassConnect Preferences** dialog box to display the help page corresponding to the displayed tab.

# Troubleshooting

This section addresses some of the common user issues which may arise during normal operation. Further support questions should be directed to your local helpdesk in the first instance.

### *Difficulty Connecting to the Access Point*

- Make sure you have good signal strength. Weak or intermittent signals are a primary source of connection failure. If the signal strength is less than 4 bars then try to move closer to the access point, if possible.
- Your preferred access point may be offline or otherwise temporarily unavailable, even though the SSID is still being broadcast. Try another access point in the area if you experience repeated login errors.
- Verify whether the venue is actually an iPass hotspot - sometimes an Internet provider will use a network name that is the same as one of the providers that is part of the iPass network, but is not iPass enabled. Use a browser to check whether you are being redirected to a provider login page.

### *Authentication Issues*

- Ensure your username, domain and password are correct. Note that these fields are normally case-sensitive.
- The authentication server may be down or offline or your iPass user account may have been disabled by your corporate helpdesk. Check with your IT Help Desk if you see repeated login failures at different venues, particularly if you are sure your username and password are correct.
- If you save your corporate credentials in iPassConnect, remember to update your login information following a change in your Windows or email password.
- iPass login usually takes only a few seconds but in some circumstances, login can take over a minute.

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